**Grievances Cells in the National Capital Territory**

2079. SYED SIBTEY RAZI: Will the PRIME MINISTER be pleased to state:

(a) whether the National Capital Territory of Delhi has decided to constitute a Grievance Commission in Delhi;

(b) if so, the details of such decision with background alongwith terms of reference with source of recruitment of officials;

(c) whether constitution of this Commission clearly proves that grievances cells established in each office under the National Capital Territory of Delhi are not functioning properly and unable to handle public grievances.

(d) if so, the reasons for not supervising the activities of these cells regularly from the date of their establishments by the officers at the level of Additional Secretary;

(e) whether Govt. propose to set up such Commission at the Centre to wind up these Cells in all Ministries and in offices under the Ministries; and

(f) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS WITH ADDITIONAL CHARGE OF THE MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRIMATI MARGARET ALVA): (a) to (d) No Sir, no decision has been taken by the Government of National Capital Territory of Delhi to constitute a Grievance Commission in Delhi. A Grievance Redressal and Anti-Corruption Cell is functioning in the Secretariat of the Government of National Capital Territory of Delhi under the direct supervision of Secretary, Administrative Reforms since February, 1985. Senior level officers have been nominated as Grievance Redress Officers to hear and receive public grievances in various departments of the Government of National Capital Territory of Delhi. They devote one hour every day for hearing grievances of the members of the public. The progress of disposal of grievances received by each department of the Government of National Capital Territory of Delhi is monitored by the Administrative Reforms Department of the Government of National Capital Territory of Delhi.

(e) and (f) No Sir, the government does not propose to set up a commission or centralised agency for redressal of public grievances. Nor is there a proposal to wind up the grievance redressal cells working in ministries/ departments and other organisations of government because the quick redressal of grievances is possible only when the process is decentralised.

**Reforms in Promotion System**

2080. SHRI MENTAY PADMANABHAM: Will the PRIME MINISTER be pleased to state:

(a) what reforms Government propose to take in the existing system of promotions to senior ranks which would enhance efficiency, merit and morale; and

(b) the details of such proposals under consideration?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS WITH ADDITIONAL CHARGE OF THE MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRIMATI MARGARET ALVA) (a) and (b) The Government had carried out a detailed review of the existing system of promotions in the year 1989. The instruction issued in furtherance to this